

State of California  
CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES

## POSITION DUTY STATEMENT

BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE	CLASS TITLE: Senior Telecommunications Technician	HEADQUARTERS: PSC/Sacramento
PROGRAM/UNIT: Logistics Management/PSC Operations /Region II / Area 40	POSITION NUMBER: 163-768-6910-001 / 10882	CBID: R12
TENURE: Permanent	TIME BASE: Full-Time TUE-FRI / 7:00am-5:30pm	WORK WEEK GROUP: 2
APPT. EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input checked="" type="checkbox"/> 6 Mos. <input type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:  Telecommunications Maintenance Supervisor I	CONFLICT OF INTEREST CATEGORY: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

The California Governor's Office of Emergency Services Mission is to protect lives and property, build capabilities, and support our communities for a resilient California.

1. SUPERVISION RECEIVED:  
The Senior Telecommunications Technician is under the general supervision of the Telecommunications Maintenance Supervisor I.

2. SUPERVISION EXERCISED:  
The Senior Telecommunications Technician shall serve as a lead person and/or acting supervisor when assigned.

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES)  
**The following describes the work environment for this position. While not all duties will be performed in all of these environments, to perform all of the Essential Functions may expose the incumbent to these conditions.**

- Public Safety radio sites are located in both urban and remote mountainous environments
- Requires physical agility and stamina to work in and around telecommunications equipment, systems and radio vaults. Working at altitudes in excess of 10 thousand feet.
- Work on uneven rocky ground in inclement weather conditions such as rain, snow, extreme heat and cold.
- Travel to urban and mountainous remote sites. Operate 4 wheel-drive and snow vehicles in inclement weather conditions such as rain, snow and mud on and off road in mountainous remote locations.
- Work and/or climb on telecommunications towers and structures up to and in excess of 100 feet above ground level.
- Lift and carry telecommunications radio equipment and test equipment weighing up to 50 lbs. unassisted. Lift and carry telecommunications equipment in excess of 50 lbs. with assistance of other technicians. (Frequency = daily)
- Work overtime and respond to after-hours calls for service.
- Occasionally travel to areas outside of assigned geographical area of responsibility to perform telecommunications work. May be away from home for periods of up to two weeks.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):  
The incumbent works with various entities and key stakeholders throughout the State, which comprise of federal, state, and local agencies, the general public, and special interest groups. This position is also responsible for establishing and maintaining working relationships with Cal OES customers and co-workers.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):

The position is responsible for responding to public safety communications problems for State Agency clients. If the Senior Telecommunication Technician duties were not performed the consequence of error could result in delays on the installation or enhancement of critical public safety communications systems. These delays could result in the loss of property and/or life. Delays could also result in the loss of State or Federal funding and would negatively impact costs, schedules, and potentially scope. Consequences could also include delays to implementation or enhancement of communications systems needed to keep public safety communication systems on-line during emergencies or disasters.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Office of Emergency Services (OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the general supervision of a Telecommunications Maintenance Supervisor I (TMS I), the Senior Telecommunications Technician (STT) is primarily responsible for responding to public safety communications problems for State Agency clients. Incumbents are responsible for telecommunications equipment and networks within an assigned geographic shop area or microwave area including lead responsibility over one or more technicians, and may also act for the area supervisor in his/her absence in scheduling the work requirements of the shop and coordinating the activities with client agencies, leading the work of subordinate technicians when assigned, and providing technical instruction to lower level technicians.

The duties are performed by following Federal Communications Commission (FCC) rules and regulations and utilizing, at a minimum, office provided training, complex test equipment, computers, hand tools, the Telecommunications Division Manual (TDM), and technical literature.

Percent of Time	ESSENTIAL FUNCTIONS
25%	<p>The STT has responsibility to ensure telecommunications equipment and systems are operating for all Public Safety agencies; check and repair the most complex equipment (primarily at urban and remote mountainous locations), in accordance with Technical Service Manuals to ensure equipment operates within specifications.</p> <ul style="list-style-type: none"> <li>• Provide instruction and guidance to lower level technicians with repair of very high frequency (VHF) equipment, such as mobile radio equipment, computer-based logging recorders, dispatch console systems, base stations, mobile repeaters, public address systems, VHF conventional and VHF combining antenna system, VHF direct current (DC) and alternating current (AC) power systems, and telephone equipment to component level.</li> <li>• Perform the most complex functional and operational checks.</li> <li>• Train other technicians as needed.</li> </ul>
20%	<p>To ensure telecommunications equipment and systems are functioning properly; provide technical instruction and perform general maintenance (primarily at urban and remote mountainous locations), in accordance with Technical Service Manuals to ensure equipment operates within specifications.</p> <ul style="list-style-type: none"> <li>• Provide instruction and guidance to lower level technicians with performing program maintenance (PM's) on VHF telecommunications equipment, such as mobile radio equipment, computer-based logging recorders, dispatch console systems, base stations, mobile repeaters, mobile radios, VHF conventional and VHF combining antenna systems, DC and AC power systems.</li> <li>• Perform the more complex functional and operational checks.</li> <li>• Train other technicians as needed.</li> </ul>
15%	<p>In order to ensure Public Safety Radio equipment is in compliance with FCC specifications, provide technical instruction and perform check and/or adjustment of equipment (primarily at urban and remote mountainous locations).</p> <ul style="list-style-type: none"> <li>• Operate and provide instruction on complex test equipment used for checking Public Safety Radio equipment, in an effort to ensure it is within FCC specifications and verify levels and adjustments are in accordance with the TDM.</li> <li>• Operate and provide instruction on computers to program, diagnose and adjust Public Safety Radio equipment to ensure it is within FCC specifications, and levels and adjustments are in accordance with the TDM.</li> <li>• Train other technicians as needed.</li> </ul>
10%	<p>In order to ensure public safety communications systems function to meet customers' requirements, the STT will have lead responsibility of installation and operational checks (primarily at urban and remote mountainous locations), in an effort to ensure it is functional and operating within specifications in accordance with FCC and TDM.</p> <ul style="list-style-type: none"> <li>• Lead responsibility for installation of VHF equipment, such as mobile radio equipment, computer-based logging recorders, dispatch console systems, base stations, mobile repeaters, mobile radios, public address systems, VHF conventional and VHF combining antenna system, VHF DC and AC power systems, and telephone equipment.</li> <li>• Perform the more complex functional and operational checks to ensure equipment operates within specifications.</li> <li>• Train other technicians as needed.</li> </ul>
10%	<p>In order to maintain the overall performance of the unit, the STT shall lead and direct work activities of subordinate technicians, in accordance with general office procedures, and as instructed by the TMS I.</p> <ul style="list-style-type: none"> <li>• Provide technical instruction and training to lower level technicians.</li> <li>• Review subordinate paperwork.</li> <li>• Schedule work activities to ensure work activities are completed as scheduled with efficient use of resources.</li> <li>• Train other technicians as needed.</li> </ul>

10%	<p>In order to connect remote regions of the state into an integrated network capable of voice and data public safety communications, the STT will have lead responsibility and provide an emergency telephone system, provide equipment installation and repair service in accordance with the Public Safety Microwave Network (PSMN) policies and procedures and Technical Service Manuals to ensure equipment operates within specifications.</p> <ul style="list-style-type: none"> <li>• Install microwave (MW) equipment, such as microwave radio equipment (both analog and digital), multiplex equipment (both analog and digital), digital cross connects, MW antenna systems, MW DC and AC power systems, and telephone equipment.</li> <li>• Perform the more complex functional and operational checks to ensure equipment operates within specifications.</li> <li>• Connects dispatch centers to mountaintop repeaters for field communications.</li> <li>• Provide emergency telephone system service and remote facilities equipment monitoring.</li> <li>• Repair MW equipment, such as microwave radio equipment (both analog and digital), multiplex equipment (both analog and digital), MW antenna systems, MW DC and AC power systems, telephone equipment to component level.</li> <li>• Train other technicians as needed.</li> </ul>
5%	<p>In order to ensure necessary administrative activities are completed in a timely manner, using computer systems and software (i.e.: Microsoft Office Suite, Oracle, and DataEase) and following TDM guidelines.</p> <ul style="list-style-type: none"> <li>• May act for the area supervisor in his/her absence in scheduling the work requirements of the shop and coordinating the activities with client agencies.</li> <li>• Utilize Lotus Notes (Leave System) and DataEase.</li> <li>• Responsible to use CAL-Card within the established procurement rules as defined in the State Administrative Manual (SAM), State Contracting Manual (SCM), and the department's policies and procedures.</li> <li>• Train other technicians as needed.</li> </ul>

Percent of Time	MARGINAL FUNCTIONS
5%	<ul style="list-style-type: none"> <li>• Answer telephone calls from customers, suppliers, and Division employees, take messages, and deliver messages to the appropriate individual to ensure the shop is focused on meeting the customers' expectation of responsiveness per Division procedures.</li> <li>• Perform, or assist in taking parts inventory and order repair parts to ensure the shops have sufficient parts for daily activities and the Division meets the requirements for inventory control using Property Management guidelines.</li> <li>• Perform miscellaneous shop related responsibilities, which may include general clean-up of the shop, organizing the shop, stocking inventory, or other related activities required to maintain an efficient and safe work environment per safety practices.</li> </ul>
	QUALIFICATIONS
	<ul style="list-style-type: none"> <li>• Possession of a FCC General Radiotelephone Operator's license or industry accepted equivalent.</li> <li>• Three years of experience within the last five years in maintaining, repairing, modifying, or testing electronic telecommunications equipment, two years of which must have been with VHF, UHF, or microwave telecommunications equipment.</li> <li>• Possession of valid CA driver's license.</li> <li>• Knowledge and understanding of various public safety radio systems.</li> <li>• Ability to pass a background check for access into secure public safety facilities.</li> </ul>
	DESIRABLE QUALIFICATIONS
	<ul style="list-style-type: none"> <li>• Ability to interface and interact with customers and co-workers in a professional manner.</li> <li>• Proficient with Microsoft Office products including Word, Outlook, and Excel.</li> <li>• Ability to establish and maintain effective working relationships.</li> <li>• Good written and oral communication skills.</li> </ul>
	OTHER INFORMATION
	Travel to locations throughout the state may be required for regular and emergency operations. Must maintain a residence within 50 miles radius of your assigned shop or at management's discretion.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN RADIO SITES: In both urban and remote mountainous environments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
WORKING IN & AROUND: Telecommunications equipment, systems and radio vaults. Working at altitudes in excess of 10 thousand feet.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING ON: Uneven rocky ground in inclement weather conditions such as rain, snow, extreme heat and cold.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRAVELING TO: Urban and mountainous remote sites. Operate 4 wheel-drive and snow vehicles in inclement weather conditions such as rain, snow and mud on and off road in mountainous remote locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING ON AND CLIMBING: Telecommunications towers and structures up to and in excess of 100 feet above ground level.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFT & CARRY: Telecommunications radio equipment and test equipment weighing up to 50 lbs. unassisted. Lift and carry telecommunications equipment in excess of 50 lbs. with assistance of other technicians. (Frequency = daily)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORK OVERTIME: And respond to after-hours calls for service.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCCASIONAL TRAVEL: To areas outside of assigned geographical area of responsibility to perform telecommunications work and/or training. May be away from home for periods of up to two weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

## SIGNATURES

### Certification of Applicant/Employee

*Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.*

*I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.*

*I have read and discussed these duties with my supervisor:*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Date*

*I certify that the above accurately represents the duties of the position:*

\_\_\_\_\_  
*Supervisor's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Civil Service Title*